

Author index

Abelson, R.P., 11, 25
Adams, N., 264, 281, 285
Adelson, B., 140, 150, 173, 174, 197, 228, 239, 241
Allen, B., 309, 325
Allwood, C.M., 137, 139, 140, 141, 144, 145, 147, 148, 150
Altman, R., 310, 324
Alty, J.L., 70, 92
Anderson, J.R., 6, 24, 138, 139, 141, 145, 150, 152, 154, 155, 156, 157, 158, 172, 175, 197, 259, 260, 261, 262, 263, 264, 267, 274, 280, 281, 282, 284, 285, 288, 298, 304
Andres, J., 264, 281, 285
Annett, J., 5, 24
Arnold, A.G., 59, 64
Aschermann, E., 264, 281, 284
Astrahan, M.M., 202, 225
Atwood, M.E., 156, 171

Backus, J.W., 38, 64
Balota, D.A., 264, 284
Bannon, L.J., 74, 76, 92
Barnard, P.J., 46, 61, 64, 67, 72, 74, 80, 92, 95, 261, 284
Barsalou, L.W., 7, 8, 24
Bauer, F.L., 38, 64
Bellamy, R.K.E., 9, 24
Bellotti, V., 72, 81, 92
Benyon, D.R., 244, 247, 255, 256
Bergström, M., 228, 239, 241
Berlandier, P., 310, 324
Bez, H.E., 39, 66
Bjørn-Andersen, N., 73, 92
Björhag, C.-G., 137, 139, 140, 141, 144, 145, 147, 148, 150
Black, J.B., 291, 293, 304
Blackman, H.S., 72, 94
Bonnardel, N., 308, 317, 324
Booth, P.A., 72, 74, 76, 77, 78, 80, 81, 84, 92, 93
Borgman, C.L., 202, 203, 225
Bovair, S., 261, 284

Bowen, W., 71, 93
Bower, G.H., 126, 132, 133
Boyce, R.F., 204, 225
Boyce, L., 261, 284
Boyes-Braem, P., 10, 26
Bradford, J.H., 74, 92
Briggs, P., 58, 64, 72, 81, 93
Brinkley, J., 310, 324
Broadbent, D.E., 202, 225
Broadbent, M.H.P., 202, 225
Brodbeck, F.C., 74, 76, 93, 94
Brooks, R., 73, 93
Brooks, L.E., 8, 24
Broos, D., 61, 67
Brosey, M., 203, 225
Brown, G.M., 99, 109
Browne, D.P., 60, 66
Buchanan, B., 310, 324
Buckley, P.K., 74, 93
Byrne, R., 9, 24
Bødker, S., 74, 76, 92

Cannata, P.E., 204, 205, 206, 217, 223, 225
Card, S.K., 5, 24, 42, 43, 44, 45, 59, 64, 72, 78, 80, 85, 86, 93, 261, 284, 288, 289, 290, 296, 297, 298, 299, 300, 304
Carey, T.T., 74, 93
Carey, T.T., 74, 93
Carriers, C., 74, 76, 93
Carroll, J.M., 72, 74, 76, 81, 93
Carver, S.M., 138, 139, 148, 150
Chamberlin, D.D., 202, 204, 225
Chandra, N., 309, 324
Clark, F., 74, 93
Clark, L.F., 7, 24
Comer, D.E., 69, 93
Cook, C.R., 148, 150
Cooke, D.J., 39, 66
Coombs, M.J., 70, 92
Cooper, W., 203, 225
Cornelius, C., 310, 324
Craik, F.I.M., 227, 241
Croft, W.B., 203, 225

Cromer, R., 6, 24
 Crowder, R.G., 260, 284
 Cummings, G., 193, 197
 Cuomo, D.L., 74, 93
 Curtis, B., 75, 93, 151, 171, 174, 197
 Cutler, B., 160, 172

Darses, F., 310, 313, 314, 322, 324
 Davies, S.E., 48, 64
 Davis, R., 74, 77, 93, 141, 150
 Davis, S., 13, 24, 160, 164, 170, 171
 Delesalle, H., 321, 324
 De Marco T., 175, 183, 197
 Dennett, D.C., 115, 132
 Denning, P.J., 69, 93
 Descote, Y., 309, 312, 317, 321, 324
 Devlin, S.J., 204, 205, 206, 217, 223, 225
 Diaper, D., 5, 25, 32, 64
 Dickson, G.W., 174, 197
 Donau, K., 61, 67
 Dowell, J., 71, 95
 Doyle, J.R., 74, 93
 Drake, P., 74, 93
 Draper, S., 160, 172
 Duncan, B., 310, 324
 Duncan, K.D., 5, 24
 Dunning, D., 112, 132
 Dunsmore, H.E., 174, 197
 Dupuy, J.P., 115, 132
 Détienne, F., 72, 93

Eason, K.D., 70, 71, 73, 92, 93, 94, 95
 Eastman, C., 308, 317, 324
 Egan, D.E., 247, 256
 Einhorn, H.J., 128, 132
 Ellis, J., 74, 92
 Engelbeck, G., 261, 285
 Ericsson, K., 176, 184, 197, 222, 225
 Eswaran, K.P., 202, 225

Fabre, J.M., 112, 132
 Fähnrich, K.P., 261, 285
 Falzon, P., 314, 322, 324
 Fischer, E., 261, 285
 Fleishman, F., 5, 24
 Fokke, M.J., 61, 67
 Foltz, P.W., 48, 64
 Fowler, C.J.H., 247, 252, 256
 Fox, M.S., 309, 325
 Frese, M., 74, 75, 93, 94

Frohlich, D.M., 31, 64
 Gaines, B.R., 72, 94
 Galambos, J.A., 7, 24
 Galotti, K.M., 261, 284
 Garceau, S., 247, 250, 256
 Gardiner, M.M., 72, 95
 Garner, W.R., 9, 24
 Gavaghan, H., 70, 94
 Gavanski, I., 112, 113, 121, 128, 129, 132, 133
 Gentner, D., 174, 191, 193, 197
 Gertman, D.I., 72, 94
 Gick, M.L., 193, 197
 Gilmore, D.J., 138, 150, 151, 152, 159, 160, 162, 164, 169, 170, 171
 Gilmore, W.E., 72, 94
 Gittins, D.T., 39, 66
 Glucksberg, S., 10, 25
 Gomez, L.M., 204, 205, 206, 217, 223, 225
 Goodman, B.A., 77, 94
 Gould, J.D., 28, 64, 203, 225
 Graesser, A.C., 7, 24
 Grant, S., 72, 94
 Gray, W., 10, 26
 Gray, W.D., 145, 150
 Green, J., 38, 64
 Green, T.R.G., 59, 24, 25, 35, 38, 40, 41, 46, 48, 55, 57, 59, 61, 65, 72, 78, 80, 86, 94, 95, 151, 152, 159, 160, 162, 164, 170, 171, 262, 282, 284
 Greene, S.L., 204, 205, 206, 217, 223, 225
 Greespan, S.L., 126, 133
 Greiner, R., 193, 197
 Gries, D., 69, 93
 Griffiths, P.P., 202, 225
 Grudin, J., 261, 284
 Guest, S., 40, 65
 Gugerty, L., 140, 150, 154, 155, 172
 Guindon, R., 73, 94, 174, 197
 Gunasegaram, S., 112, 132

Hackett, G., 71, 94
 Hammond, N.V., 74, 92
 Harding, C., 74, 77, 94
 Harrison, M., 61, 64, 72, 92
 Hartwell, S., 261, 284
 Hasclager, W.F.G., 40, 65
 Hayes, B.C., 247, 248, 254, 255, 256
 Hayes-Roth, B., 308, 325
 Hayes-Roth, F., 308, 325

Henry, R., 139, 140, 141, 150, 158, 172
Heydemann, M., 261, 263, 281, 284, 285
Hildreth, C., 74, 76, 94
Hiltz, S.R., 70, 94
Hoerr, J., 71, 94
Hoffmann, R., 261, 285
Hogarth, R.M., 128, 132
Hollnagel, E., 76, 89, 94
Holyoak, K.J., 193, 197
Hoppe, H.U., 261, 285
Howes, A., 76, 94
Hudson, P.T.W., 115, 133
Hull, A., 74, 96

Innocent, P.R., 40, 65, 244, 256

Jégo, P., 309, 312, 313, 325
Jackendoff, R., 53, 65
Jackson, M.J., 180, 197
Janosky, B., 74, 76, 94
Janssen, P., 309, 312, 313, 317, 325
Jarke, M., 202, 225
Jennings, F., 244, 249, 256
Johnson, D., 10, 26
Johnson, H., 5, 6, 7, 9, 10, 11, 12, 14, 15, 17, 19,
20, 21, 24, 25
Johnson, J.T., 112, 132
Johnson, P., 5, 6, 9, 10, 11, 12, 14, 15, 17, 19,
20, 21, 24, 25
Johnson, W.L., 160, 172
Johnson-Laird, P.N., 126, 132, 204, 225
Jones, S., 71, 81, 84, 94
Jones, W.P., 261, 284

Kahneman, D., 111, 112, 114, 120, 121, 123,
127, 128, 129, 131, 132
Kaplan, C., 203, 204, 206, 225
Kapp, M., 74, 93
Karat, J., 65, 261, 284
Karmiloff-Smith, A., 6, 25
Katz, C., 38, 64,
Katz, I., 152, 154, 155, 157, 158, 172
Katz, I.R., 138, 139, 141, 150
Katzeff, C., 204, 205, 206, 225, 238, 241
Keller, L., 33, 66
Kellogg, W.A., 4, 26
Kelly, H.H., 113, 132
Kessler, C.M., 156, 172
Kieras, D., 5, 13, 25, 42, 46, 47, 48, 54, 65, 66,
72, 80, 94, 261, 262, 282, 284, 285, 288, 304
Knowles, C., 48, 65, 72, 94
Koeneman, J., 167, 172
Kolodner, J.L., 97, 109
Koster, C.H.A., 40, 67
Koulek, R.J., 174, 197

Lakoff, G., 7, 25
Landauer, T.K., 261, 284
Landman, J., 112, 132
Latombe, J.C., 309, 312, 317, 324
Lebahar, J.C., 317, 325
Lebold, W.K., 174, 197
Leddo, J., 11, 25
Legrenzi, P., 127, 131, 132
Leplat, J., 113, 132
Lerch, F.J., 44, 46, 59, 65
Lewis, C., 28, 64, 74, 75, 95
Linde, L., 228, 239, 241
Lipe, M.G., 113, 132
Lochovsky, F.H., 203, 225
Lockhart, R.S., 227, 241
Long, J., 5, 25
Long, J.B., 71, 74, 93, 95
Lorie, R.A., 202, 225
Luff, P., 31, 64

Maass, S., 4, 26
Mackworth, A.K., 310, 325
MacLean, A., 46, 61, 67, 80, 92, 95
Maher, M.L., 321, 325
Maiden, N.A.M., 175, 180, 183, 197
Mailloux, B.J., 40, 67
Majchrzak, A., 71, 95
Malaterre, G., 131, 132
Manago, C., 310, 325
Mantei, M.M., 44, 46, 59, 65
Marchionini, G., 203, 225
Marcovitch, J., 30, 325
Marks, D., 309, 324
Marshall, C.J., 72, 75, 95
Masson, M., 74, 96
Mayer, R.E., 167, 172
Mayes, T., 72, 94
McCarthy, J., 38, 64
McCauley, R., 8, 25
McClelland, J.L., 99, 110
McCloskey, M., 10, 25
McCosh, A.M., 71, 95
McDaid, E.G., 40, 65
McFarland, C., 112, 133

McManus, B., 75, 95
 McMillan, T.C., 74, 95
 Medin, D., 7, 9, 10, 25, 26
 Medin, D.L., 283, 285
 Mehl, J.W., 202, 225
 Mervis, C., 10, 26
 Mesequer, P., 311, 325
 Michard, A., 205, 206, 225
 Milan, S., 247, 256
 Miller, D.T., 111, 112, 123, 129, 132, 133
 Miller, L.A., 137, 141, 150
 Minsky, M.L., 91, 95
 Monk, A.F., 74, 95
 Moran, B.P., 74, 95
 Moran, T.P., 5, 24, 31, 36, 42, 43, 44, 45, 48, 49,
 50, 51, 52, 57, 58, 59, 64, 65, 66, 72, 76, 78,
 80, 85, 86, 93, 95, 96, 261, 284, 288, 289,
 290, 296, 297, 298, 299, 300, 304
 Morrow, D.G., 126, 132, 133
 Morton, J., 74, 92
 Mosier, J.N., 33, 66, 72, 96
 Mowshowitz, A., 71, 95
 Muhlrud, N., 131, 132
 Mulder, M.C., 69, 93
 Muller, M., 17, 25
 Muncher, E., 261, 285
 Murray, D.M., 35, 65, 74, 93, 244, 247, 252,
 255, 256
 Mycielska, K., 98, 110
 Myers, G.J., 138, 150
 Myers, J.L., 264, 284
 Nadel, B.A., 310, 325
 Nanja, M., 148, 150
 Naur, P., 38, 64
 Neisser, U., 9, 25, 97, 109, 247, 256
 Nelson, C., 72, 95
 Newell, A., 5, 24, 42, 43, 44, 45, 59, 64, 72, 78,
 80, 85, 86, 93, 175, 197, 261, 284, 288, 289,
 290, 296, 297, 298, 299, 300, 304
 Nielsen, J., 31, 35, 65
 Norman, D.A., 29, 30, 32, 54, 55, 65, 74, 75, 76,
 95, 98, 99, 109, 130, 133
 Nouguier, B., 309, 312, 313, 325
 O'Brien, E.J., 264, 284
 O'Malley, C., 74, 96
 Oberquelle, H., 28, 35, 65
 Oestreicher, L., 40, 65
 Ogden, W., 203, 204, 206, 225
 Olphert, C.W., 71, 95
 Olson, G., 140, 150, 154, 155, 172
 Olson, J.R., 44, 46, 59, 65, 262, 283, 285
 Opobediu, A.J., 309, 325
 Oral, M., 247, 250, 256
 Osgood, C.E., 260, 284
 Papert, S., 76, 95
 Parker, J.M., 9, 24
 Parpal, M., 112, 132
 Payne, S.J., 5, 25, 35, 38, 40, 41, 48, 52, 55, 57,
 59, 65, 72, 76, 78, 80, 86, 94, 95, 262, 266,
 282, 284
 Peck, J.E.L., 40, 67
 Perlis, A.J., 38, 64
 Perrow, C., 130, 133
 Petre, M., 170, 172
 Pirolli, P.L., 264, 281, 284
 Pollock, M., 71, 94
 Polson, M.C., 193, 197
 Polson, P.G., 5, 13, 25, 42, 46, 47, 48, 54, 59, 64,
 65, 66, 72, 80, 94, 261, 262, 282, 284, 285,
 288, 304
 Pomfrett, S.M., 71, 95
 Prail, A., 75, 95
 Preece, J., 33, 66
 Prümper, J., 74, 76, 93, 94
 Quaintance, G., 5, 24
 Quintrand, P., 310, 325
 Rahn, R.J., 247, 250, 256
 Ramsey, H.R., 156, 171
 Rasmussen, J., 58, 66, 75, 76, 95, 96
 Read, D., 123, 133
 Reason, J.T., 98, 99, 109, 110, 115, 133
 Reder, L.M., 264, 285
 Reisner, P., 32, 38, 39, 57, 59, 66, 72, 74, 80, 96,
 202, 203, 204, 207, 225, 238, 241
 Rengger, R.E., 74, 77, 94
 Rich, E., 130, 133
 Richards, J.N.J., 39, 66
 Richardson, J.J., 193, 197
 Riesbeck, C.K., 97, 109
 Riley, M., 74, 96
 Rips, L.J., 10, 25
 Risinger, S.C., 138, 139, 148, 150
 Rist, A.S., 228, 241
 Roberts, T.L., 44, 66, 74, 96
 Robertson, S.P., 167, 172, 291, 293, 304

Robey, D., 73, 92
 Roe, R.A., 59, 64, 66
 Rohr, G., 35, 66
 Roitman, D., 71, 95
 Rosch, E., 10, 25, 26
 Ross, B.H., 264, 285
 Rosson, M.B., 4, 26, 81, 93
 Rouhet, J.C., 74, 96
 Rumelhart, D.E., 99, 110
 Rumiati, R., 127, 131, 132
 Russell, F., 5, 6, 12, 25
 Rutishauser, H., 38, 64
 Sacerdoti, E.D., 308, 317, 325
 Salvendy, G., 174, 197
 Samelson, K., 38, 64
 Sappington, A.A., 115, 133
 Schafer, C., 261, 284
 Schank, R.C., 6, 26
 Schiele, F., 35, 41, 48, 55, 57, 65
 Schmidt, R., 261, 285
 Schorr, D., 264, 281, 285
 Self, J., 193, 197
 Sharit, J., 74, 93
 Sharratt, B.D., 52, 61, 66
 Shneiderman, B., 40, 66, 203, 225, 259, 285
 Shoben, E.J., 10, 25
 Shouls, A., 9, 11, 12, 25
 Simon, H.A., 175, 176, 184, 197, 222, 225, 308, 325
 Simon, T., 35, 59, 66, 67
 Singley, M.K., 261, 262, 267, 280, 282, 285, 288, 304
 Sitter, S., 48, 67
 Smith, E.E., 10, 25, 26, 264, 281, 283, 285
 Smith, H.T., 138, 150, 169, 171
 Smith, P.J., 74, 76, 94
 Smith, S.L., 33, 66, 72, 96
 Soloway, E., 160, 172, 239, 241
 Sonino, M., 127, 131, 132
 Spijkers, W.A.C., 259, 285
 Sriram, D., 321, 325
 Stefik, M., 308, 311, 312, 325
 Streitz, N.A., 259, 285
 Strohm, G., 309, 325
 Summersgill, R., 60, 66
 Sutcliffe, A.G., 175, 180, 183, 197
 Tauber, M.J., 35, 40, 48, 52, 53, 57, 66
 Taylor, B.R., 111, 115, 116, 117, 119, 121, 126, 127, 133
 Thimbleby, H.W., 72, 74, 96
 Thomas, J.C., 72, 93, 203, 225
 Thompson, R.H., 203, 225
 Tourbier, Y., 309, 325
 Toyofuku, M.L., 264, 284
 Tsichritzis, D.C., 203, 225
 Tucker, A., 69, 93
 Turnbull, W., 115, 133
 Turner, A.J., 69, 93
 Turtle, J.W., 111, 115, 116, 117, 119, 121, 126, 127, 133
 Tversky, A., 111, 112, 114, 120, 121, 127, 128, 131, 132
 Van der Veer, G.C., 27, 40, 46, 49, 52, 54, 61, 66, 67, 247, 252, 256
 Van Duren, L.L., 259, 285
 Van Wijngaarden, A., 38, 40, 64, 67
 Varey, C.A., 112, 132
 Vassiliou, Y., 202, 225
 Vauquois, B., 38, 64
 Vessey, I., 141, 150, 156, 157, 159, 160, 161, 172
 Vicente, K.J., 244, 247, 248, 254, 255, 256
 Vilarem, M.C., 309, 312, 313, 325
 Vitalari, N.P., 174, 197
 Vossen, P.H., 48, 67
 Waddington, R., 9, 11, 12, 25, 139, 140, 141, 150, 158, 172
 Wade, B.W., 202, 225
 Wærn, Y., 40, 65, 261, 285, 288, 304
 Wagenaar, W.A., 115, 133
 Walker, N., 262, 283, 285
 Walsh, P., 60, 67
 Wason, P.C., 204, 225
 Wattennaker, W.D., 7, 9, 10, 25
 Wegstein, J.H., 38, 64
 Weisgerber, S., 261, 284
 Wells, G.L., 111, 112, 113, 114, 115, 116, 117, 119, 121, 126, 127, 128, 129, 132, 133
 Welty, C., 74, 96, 203, 225
 Wertz, H., 158, 172
 Whitefield, A., 35, 67
 Whiteside, D., 71, 94
 Whitlow, J.S., 283, 285
 Wiedenbeck, S., 141, 150
 Williges, R.C., 244, 247, 248, 254, 255, 256
 Wilson, M.D., 46, 61, 67, 80, 95
 Winder, R., 170, 172
 Winograd, T., 91, 96

Wong, P., 74, 93
Woodger, M., 38, 64
Wroc, B., 71, 96
Yap, F., 61, 67

Young, P.R., 69, 93
Young, R.M., 59, 67, 74, 96
Zapf, D., 74, 76, 93, 94
Ziegler, J.E., 48, 67, 261, 285

Subject index

ACT*, 280
action, 11-18, 21-22, 29-31, 38, 44, 50-52, 59, 62, 69, 76, 79, 89, 92, 111-116, 121-131, 265, 283, 287-293, 298-304, 307-308, 324
action language, 27, 38-39, 42, 57-59
action plan, 320-322
adaptation, 243-245, 250, 254
adaptive system, 243-244
AI (artificial intelligence), 92, 307, 312-315
analogy, 32-34, 109, 140, 173-175, 179-185, 190-193
analytic method, 33, 69, 72, 74, 175, 183, 189
architecture, 167, 243-244
attention, 91, 215, 233, 235, 298
attribution, 112-113, 125, 127, 130
attributes, 18, 50, 54, 112-113, 245, 252

BASIC, 142, 159-170, 224
basic task, 52, 54
BNF (Backus-Nauer form), 34, 38-40, 72, 80

CAD (computer assisted design), 307-309, 313-314, 317, 320-324
CASE tools (computer-assisted software engineering), 174-175, 179, 193
causal, 111-121, 124-130, 191, 235
cause, 70, 79-80, 89, 112, 115, 125, 127, 131, 138, 236
CCT (cognitive complexity theory), 42-43, 46-48, 57-58, 262, 282, 288-289
CLG (command language grammar), 27, 48-57, 61
cognitive, 8, 38-39, 44, 46, 71, 76, 97-98, 140, 153, 170, 173, 182, 207, 243, 247-249, 255, 302-303, 313, 321-324
cognitive ergonomics, 27-28, 38, 64, 97
cognitive operation, 98, 104, 109, 302
cognitive process, 113, 139, 152-153, 166, 175, 307, 314, 320, 323
cognitive psychology, 6, 10, 91, 97
cognitive representation, 324
cognitive style, 247

command, 16, 31, 39, 41, 44, 50, 52, 138, 145, 229, 232, 249, 259-274, 277-284, 287-303
command execution, 271, 273, 279
command interface, 246, 250-255, 259
command language, 41-42, 51, 249, 252, 259-260, 266, 273, 282
command name, 259-262, 280
command syntax, 262, 266
competence, 28, 34-35, 42, 58, 156, 314
comprehension, 126, 140, 151-161, 164-173, 184, 228
computer programming, 151
conceptual, 8-9, 12-13, 28, 35, 38, 44, 49-50, 56, 60-61, 76-77, 158
conceptual knowledge, 7, 10
conceptual model, 29, 30, 32, 34, 52, 54-55, 60-63, 176-179, 185-186, 202
connectionism, 99
consistency, 33-37, 40-42, 55, 57, 61, 81, 259, 266-271, 275-284, 313
constraint, 111, 115, 125, 127, 139, 180-181, 209, 227, 233, 235, 238, 243, 252-254, 307-324
control, 58, 111, 115-116, 120-130, 157-164, 170, 176
cursor, 261, 264, 267-275, 281, 291-294

database, 18, 21-22, 201-203, 206-207, 227-228, 232, 238-239, 243-245, 254
DBMS (database management system), 201, 202
debugging, 137-159, 164-171, 174
declarative knowledge, 168, 262-263, 266, 280-281
deep structure, 227-229, 232-239
design, 4-5, 9, 12-13, 16, 18, 23, 27, 32-38, 41, 48-52, 55-63, 69, 72-77, 84, 91-92, 130, 151, 159-160, 164, 166, 169-173, 203, 244, 248, 283, 303-304, 307-313, 321-323
designer, 3-5, 14-18, 22-23, 30, 33, 48, 55-56, 60-61, 64, 69-72, 75, 80, 92, 174, 202, 307-308, 311-324
design process, 32, 36, 308-318, 322-324

design team, 70, 73-77, 84, 91
 design tool, 63, 69
 dialogue, 15-16, 28, 73, 77-80, 233, 243, 252-255
 direct manipulation, 179, 259
 domain knowledge, 97, 99, 101, 174-175, 179-180, 183
 ECM (evaluative classification of mismatch), 69, 77-78, 81, 84-91
 editing, 259-270, 279-282, 287, 290-295, 302
 editor, 61, 232, 259-262, 265-279, 282, 294
 error, 44, 48, 58-60, 69, 73-81, 86-92, 97-99, 104-105, 113, 129-131, 137, 141-147, 154-161, 164, 170-171, 181-185, 188, 201-204, 207-217, 221-223, 231-237, 248, 260, 266, 271-275, 290-294, 297-298
 error message, 137, 141-144, 147-148
 error rate, 182, 223, 281
 ETAG (extended task-action grammar), 27, 48-49, 53-54, 57
 ETIT (external-internal task mapping), 27, 36, 58
 evaluation, 4-5, 30, 52, 55, 57-58, 74, 137-138, 140, 147, 185, 207, 209, 213-218, 230, 244, 265, 287, 290, 292-293, 297-302, 308, 318
 event, 15-16, 54, 111-130
 exception, 111, 114-115, 121, 123, 127-128, 131
 execution time, 44, 59, 274-275, 278, 288-289
 experience, 74, 77, 81, 109, 112, 144, 164, 174, 177, 180, 184, 208, 239, 248-249, 255, 259, 261, 268, 316, 319
 expert, 27, 32, 44, 58-61, 70, 80, 88, 97-101, 105-109, 140, 143, 148, 155-156, 161, 173-193, 309, 312-320
 expertise, 63, 228, 413-318
 failures, 31, 71, 73, 78-80, 90, 127, 182, 263
 feedback, 206, 210, 222, 265, 271
 field independence, 247-255
 formal, 29, 33-34, 37-38, 42, 48-49, 202, 228-229, 238
 formal language, 34-35
 formal method, 24, 52, 72
 formal modelling, 27, 29, 33-36, 41, 44, 55-64
 formal notation, 24
 functional, 10, 28, 56, 140, 180, 191, 193, 259, 309, 314
 functionality, 15, 28-30, 33, 35, 37, 47, 69-70, 73-75, 130, 183, 191, 243, 283
 goal, 4-12, 15, 18, 21-23, 31, 33, 43, 47, 57, 70, 72, 80, 85-88, 153, 161, 163, 176, 189, 193, 228, 288-290
 goal structure, 12, 18, 21-22, 161-162
 GOMS (goals, operators, methods and selection rules), 5, 12-13, 27, 42-48, 69, 72, 78-81, 85-90, 288-290, 297, 303
 GPS (general problem solver), 175
 grammar, 38, 40, 42, 52, 54, 58
 guidelines, 20, 33, 41, 69, 72, 73, 74
 HCI (human-computer interaction), 3-5, 27-31, 44, 48, 54, 55, 58, 69-74, 77, 80, 88, 90-91, 179, 203, 245, 247, 266
 help system, 18, 22, 61, 252
 icon, 81-87, 246-254
 individual differences, 7, 46, 177, 179, 185, 191, 243-244, 247, 253, 303-304, 315
 inference, 126, 176, 202, 244, 315
 interface, 14-15, 38, 40, 52, 55-60, 64, 138-139, 179, 202-203, 243-255
 interface design, 14, 34, 49, 59
 interface style, 51, 243, 245-247, 250, 255
 JSD (Jackson system development), 180-181
 KAT (knowledge engineering of tasks), 19-23
 keystroke, 39, 44, 50, 259, 265-274, 277-283, 289-290, 294, 297
 knowledge, 6-14, 20-21, 27-43, 48, 51, 56-63, 71-72, 77, 89, 97-101, 104, 109, 125, 147, 152, 155, 165-171, 174-175, 178-183, 189, 192, 219, 223, 228, 239, 261-265, 281, 308, 315, 319-321
 knowledge structure, 7, 11, 55, 156, 170, 174, 179, 229
 language, 6, 38, 40, 77, 91, 100, 159, 161, 164-171, 203-204, 207, 233, 238
 lapses, 77, 88, 97-98, 263
 learnability, 28, 30, 35, 37-38, 41, 56, 267
 learning, 10, 24, 27, 29, 40-41, 47, 60, 62, 70-71, 76, 81, 88, 97-100, 104-109, 202, 227-228, 232, 236, 238, 243, 245, 249, 255, 260-265, 268, 271, 279-281, 287-288, 294-304
 level of abstraction, 29-32, 48-49, 52, 55-57, 60-63, 77, 190
 lexical, 57, 174, 182

lexicon, 31, 50, 203
linguistic, 50-52, 77, 126, 227, 247
LISP, 139, 155-158, 280
logical operator, 98, 201-210, 213-223, 230-231
LOGO, 76, 138, 155

memory, 6-9, 44, 52, 91, 169, 174, 180, 205, 247-253, 260-263, 277, 291-293, 296, 317
mental construction, 111-112
mental model, 29-34, 49, 54-55, 62, 126, 159, 170, 174-175, 180, 190-192, 202, 228
mental operator, 44, 288-290, 293, 296-299, 302
mental process, 111, 175, 179, 180, 307
mental representation, 32, 79, 152-156, 159, 164-165, 167-171, 201, 228, 252
mental simulation, 113-114, 126-129, 147
menu, 19-23, 231-232, 246, 249-253
menu interface, 246, 248, 252
metaphors, 32, 34, 108
mismatch, 73, 76, 78-79, 81, 84-89, 165, 168-169
mistake, 76-77, 85, 89, 182, 213
model, 3, 8, 12-13, 27-30, 33-44, 48, 51-55, 59, 61, 70, 113, 151-171, 174-180, 189, 191, 201-203, 217-218, 221-244, 261, 287-294, 299-304, 307-308, 315
mouse, 50, 82, 245-248, 253

natural language, 31, 205-207, 227, 238-239
navigation, 243, 247, 252-255
neural nets, 99, 109
novice, 34, 58, 70, 97-101, 104-106, 109, 137-145, 148, 155-158, 167-170, 174-175, 178-179, 182-183, 186-193, 228, 259, 280, 314-320

object, 9-18, 21-22, 35-39, 50, 54, 60-61, 78, 80, 84-85, 179, 191, 202, 239, 244, 247, 268, 308-309, 313, 321-323
object-oriented, 61

Pascal, 38, 137, 142, 145-149, 155, 159-165, 168, 170, 229
perception, 9, 40, 70, 162
performance, 35-36, 46, 55-59, 62, 80, 101, 108, 129-130, 165-166, 171, 177-178, 181, 192, 206-207, 222, 227, 234-238, 243, 246-250, 253-254, 260, 267, 287-288, 300, 302
plan, 9, 21, 23, 30, 126, 157, 160-163, 170, 174-178, 184, 190, 228, 290-293, 297-301, 304, 308, 324

planning, 6, 15, 22, 58, 62-63, 143, 176-181, 184, 261, 287-288, 291, 293, 297, 300-304, practice, 109, 173-174, 248, 260-264, 271, 279, 281, 295
preference, 115-116, 121-125, 181, 247, 312-313, 317-320
problem solving, 28, 48, 59, 145, 158, 165, 174, 179, 181, 185, 223, 308-314, 318-320
procedural knowledge, 168, 262, 280-281
production rule, 5, 13, 23, 40, 42, 47-48, 54, 80, 288, 303, 312, 321
production system, 46, 48, 86
program, 137-161, 164-174, 228, 232-233, 236-239, 280
programmer, 137, 140-141, 152-171, 202, 228, 239
programming, 9, 137-139, 142-145, 148-151, 158-161, 165-176, 184, 207-208, 219, 222, 228-229, 239
programming language, 38, 170, 173-174, 231-232
PROLOG, 168
protocol, 21, 156, 175-178, 181-191, 216-217, 222, 316, 322
protocol analysis, 21, 156, 175, 183-185, 315, 322
prototyping, 4, 16, 23-24, 32, 60, 74
psychology, 4, 7-11, 14, 51, 55, 71, 90, 112, 151, 164, 174, 249, 260, 307-308, 313-320, 324
PUMS (programmable user models), 59

query, 201-234, 238, 239
query language, 201-204, 227-239

reasoning, 91, 130, 140, 174-184, 188-193, 204, 296, 320-322
recall, 97, 260-263, 273, 277-281, 287, 291, 293, 301-304
recognition, 101-102, 178, 181-182, 206, 263-264, 274
requirements, 13-18, 22-23, 28-29, 32, 55-57, 60-63, 176, 178, 183-186, 270, 288, 310-314
retrieval, 97, 174, 176, 184, 202-203, 228-234, 261, 267, 280-282, 290-293
role, 11, 12, 22, 29, 40, 44, 113, 119, 123, 128, 130, 158, 170
rule, 13, 33, 37-38, 41, 47-48, 52, 72, 77, 80, 85, 111-115, 141, 219, 220, 222, 231, 234, 239, 244, 266, 283, 288, 321-322
rule scheme, 40-41, 80, 86-88

scenario, 111-121, 125-126, 130, 174, 177, 179, 193, 231
 scheme, 77, 80, 86-89, 92, 177, 239, 320-324
 screen, 9, 15-16, 19-23, 44, 52, 58, 60, 79, 81, 85, 131, 142-147, 207, 252, 294
 search, 44, 168, 176, 184, 203, 228, 231, 238-239, 247, 255, 308, 320
 search task, 99, 203, 232
 selection rule, 5
 semantic, 31, 38, 49-50, 53-57, 60-61, 77, 137, 144-146, 156-158, 174, 177, 227, 238, 266
 semantic feature, 40, 181
 semantic network, 191
 simple task, 40-41, 52, 81, 86-88
 skill, 28, 77, 130, 138, 140, 151, 155, 160, 165, 167, 170, 174, 247, 262-263, 280, 288, 301
 slips, 77, 88, 97-98, 158
 software development, 173, 239, 314
 software engineering, 60-61, 63, 70, 173-175, 178-183, 192-193
 spatial ability, 243-244, 247-255
 specification, 4, 31, 33, 48-56, 60, 75, 109, 158, 173-185, 188-189, 192, 202-207, 219, 245, 307-309, 312
 SQL, 201-207, 255
 SSADM, 18-19, 22-23
 strategy, 12, 42, 131, 138-141, 148, 154-157, 160, 165-171, 174, 177-178, 181, 183-189, 193, 213, 217-218, 223, 317
 subgoal, 12, 15, 21, 43, 46-47, 80, 86, 88, 161, 228, 261, 289
 syntax, 31, 39-41, 49, 50, 57, 77, 144-146, 158, 160, 165, 174, 177, 181-182, 185, 202-205, 228-229, 233, 235, 238-239, 261-262
 system design, 3-4, 9, 15-19, 23, 52, 55, 62, 170
 system development, 180, 244
 TAG (task action grammar), 38-42, 52, 54, 57, 59, 69, 78-81, 86-90, 262, 282
 TAKD (task analysis for knowledge design), 5
 task, 3-15, 19-22, 27-50, 55-64, 73, 77-80, 98-99, 129, 144-145, 149, 152, 154, 165, 167, 173-180, 183-184, 202, 205, 223, 227-239, 243, 246-249, 252-255, 259-267, 276-279, 282, 287-304, 309
 task-action mapping, 38, 62, 266
 task analysis, 3-5, 8, 15-20, 23, 28, 55, 60-63, 289-292, 297
 task components, 265, 268, 273-274
 task features, 259, 265, 271, 276, 282
 task goal, 17, 30-33, 42-43, 48
 task knowledge, 6-10, 13, 18, 31, 239
 task model, 3-5, 12, 14, 17, 20-23
 task performance, 5, 8, 11, 13, 58-59, 201, 288-291, 302
 task processing, 273
 text editor, 36, 43, 142, 259, 262, 264, 268, 280
 think aloud, 145, 148, 176, 183, 210
 thinking, 91, 111-112, 130, 131, 249
 time, 47, 101, 104, 109, 114, 128, 131, 137-140, 148, 177, 181, 183, 187-188, 205, 221, 248-250, 263, 266, 272-274, 288-298
 TKS (task knowledge structures), 3-6, 12-15, 20-24
 tool, 4, 14-20, 23, 27, 32, 46, 51-56, 60-63, 69, 90, 152, 165, 171-175, 203
 toolset 61
 training, 48, 55, 72, 130, 137-138, 141-149, 202, 206-207, 222, 227-239, 261-264
 transfer, 37, 47-48, 174-175, 181-184, 189, 193, 227, 229, 250, 260-262, 266-267, 270, 276-283, 288
 understanding, 70, 76, 140, 151-153, 157-158, 165, 169-171, 181, 183, 191, 204, 206, 217
 undo, 77, 111-116, 121, 125-126, 128, 131, 292
 unit task, 43-46, 52, 290
 usability, 3-4, 13, 27-29, 33, 35, 52, 55-63, 77, 203, 295
 usable, 3, 28
 user, 8, 15-18, 27-30, 33, 38, 40, 43, 47-48, 51, 54-59, 63, 69-92, 202-203, 213, 217, 238, 243-255, 259-260, 263-265, 278, 281-284, 289, 303
 user action, 81, 267, 279-282, 287
 user expectation, 84
 user interface, 14-15, 28, 32-34, 37, 49, 55-56, 59-61
 user knowledge, 33-34, 42, 48, 52-56, 60-61
 user model, 244
 user modelling, 72-73
 user operation, 265-266, 277, 282
 user performance, 5, 42, 54, 59, 261
 user-system interaction, 61
 validation, 16, 23, 181, 185
 validity, 59, 62-63, 152, 312, 317-320, 324
 verbal ability, 247, 250-254
 verbalisation, 145, 148, 176-178, 183-184, 187-189, 314

verbal protocol, 176, 181, 183, 201, 207-210,
213-217, 222, 224, 233, 236, 312, 314
virtual machine, 28, 48, 52-54

window, 19-23, 79-87, 154, 244
wordprocessing, 71, 79, 83, 259, 287, 294-296,
302